

FIG.1

AUGUST 8TH, 2002, 8:40	
SECOND INDUSTRIAL SALES DEPT.) MR. KAWADA (EMPLOYEE NO. 987654)	
<input type="checkbox"/> CALLER : <input type="radio"/> XSHOJI, MR. YAMADA ACTION : <input checked="" type="radio"/> MESSAGE <input type="radio"/> TRANSFER <input type="radio"/> REJECT RECEPTION	
MESSAGE CONTENT :	IF HE ASKS ABOUT THE DATE OF SENDING A NEW PRODUCT PAMPHLET, PLEASE TELL HIM THAT I HAVE SENT IT TODAY (8TH).
RESULT: NO RESPONSE RESULT	
<input type="checkbox"/> CALLER: MANSION SALES, MR. SAKAI ACTION : <input type="radio"/> MESSAGE <input type="radio"/> TRANSFER <input checked="" type="radio"/> REJECT RECEPTION	
MESSAGE CONTENT :	
<div style="display: inline-block; border: 1px solid black; padding: 2px 10px; margin: 0 5px;">REGISTER</div> <div style="display: inline-block; border: 1px solid black; padding: 2px 10px; margin: 0 5px;">UPDATE</div> <div style="display: inline-block; border: 1px solid black; padding: 2px 10px; margin: 0 5px;">DELETE</div>	

FIG.2

AUGUST 8TH, 2002, 9:30	
CALLER INFORMATION (TEL. 03-1234-5678) <input type="radio"/> XSHOJI, MR. YAMADA, MR. HOSHI	
STAFF IN CHARGE: MR. KAWADA (SECOND INDUSTRIAL SALES SEC.)	— ▼ —
HEADQUARTERS, RECEPTION ROOM NO. 3	
MR. IMAI (THIRD SE SYSTEM SEC.), AT HIS DESK	— ▼ —
MEETING SCHEDULE: AUG. 12, 2002 (MON), 13:00 TO 15:00, <input type="radio"/> X SHOJI	
HEADQUARTERS, RECEPTION ROOM, VISITOR: MR. IMAI	
MEETING HISTORY: JULY 29TH, 2002 (MON), 9:00 TO 10:00, <input type="radio"/> X SHOJI	
HEADQUARTERS, RECEPTION ROOM, VISITOR: MR. IMAI, MR. KAWADA	
DEC. 20TH, 2001 (THU), 10:00 TO 11:00, <input type="radio"/> X SHOJI HEADQUARTERS,	
RECEPTION ROOM, VISITOR: MR. IMAI	
MESSAGE CONTENT FROM MR. KAWADA:	
IF HE ASKS ABOUT THE DATE OF SENDING A NEW PRODUCT	
PAMPHLET, PLEASE TELL HIM THAT I HAVE SENT IT TODAY (8TH).	

FIG.3

MESSAGE : <input checked="" type="radio"/> HANDLED <input type="radio"/> REQUIRED RE-HANDLING	
MESSAGE FROM THE CALLER : <input checked="" type="radio"/> YES <input type="radio"/> NO	
<div>PLEASE BRING THE NEW PRODUCT PAMPHLET WHEN YOU SEE ME NEXT TIME.</div>	
RESPONDENT :	<div>MR. YAMASHITA, SECOND INDUSTRIAL SALES SEC.</div>
RESPONDED DATE AND TIME :	<div>AUG. 8TH, 2002, 9:30</div> <div>OK</div>

FIG.4

TO MR. KAWADA, SECOND INDUSTRIAL SALES SEC.
THERE WAS A PHONE CALL FROM MR. YAMADA, OXSHOJI, ON AUG. 8TH, 2002, AT 9:30. I DELIVERED YOUR MESSAGE TO HIM. HE ASKED ME TO LEAVE YOU A FOLLOWING MESSAGE. [PLEASE BRING THE NEW PRODUCT PAMPHLET WHEN YOU SEE ME NEXT TIME.]
RESPONDENT: YAMASHITA, SECOND INDUSTRIAL SALES SEC.

FIG.5

DID HE CALL ME TO CHANGE THE APPOINTMENT?
<div>YES</div> <div>NO</div>

FIG.6

DESIRED DATE :	AUG. 12TH, 2002, 10:00 TO 12:00
DESIRED LOCATION :	<input type="radio"/> XSHOJI HEADQUARTERS,RECEPTION ROOM
RESPONDENT :	SECOND INDUSTRIAL SALES SEC., YAMASHITA
DATE AND TIME :	AUG. 8TH, 2002, 11:00
<div>OK</div>	

FIG.7

TO MR. KAWADA, SECOND INDUSTRIAL SALES SEC.

THERE WAS A PHONE CALL FROM MR. YAMADA,  
OXSHOJI, ON AUG. 8TH, 2002, AT 11:00.  
HE WANTS TO CHANGE THE APPOINTMENT AS FOLLOWS.

ORIGINAL SCHEDULE: AUG. 12TH, 13:00 TO 15:00,  
OXSHOJI HEADQUARTERS, RECEPTION ROOM  
DESIRED DATE AND TIME: AUG. 12TH, 10:00 TO 12:00,  
OXSHOJI HEADQUARTERS, RECEPTION ROOM

RESPONDENT: YAMASHITA,  
SECOND INDUSTRIAL SALES SEC.

FIG.8

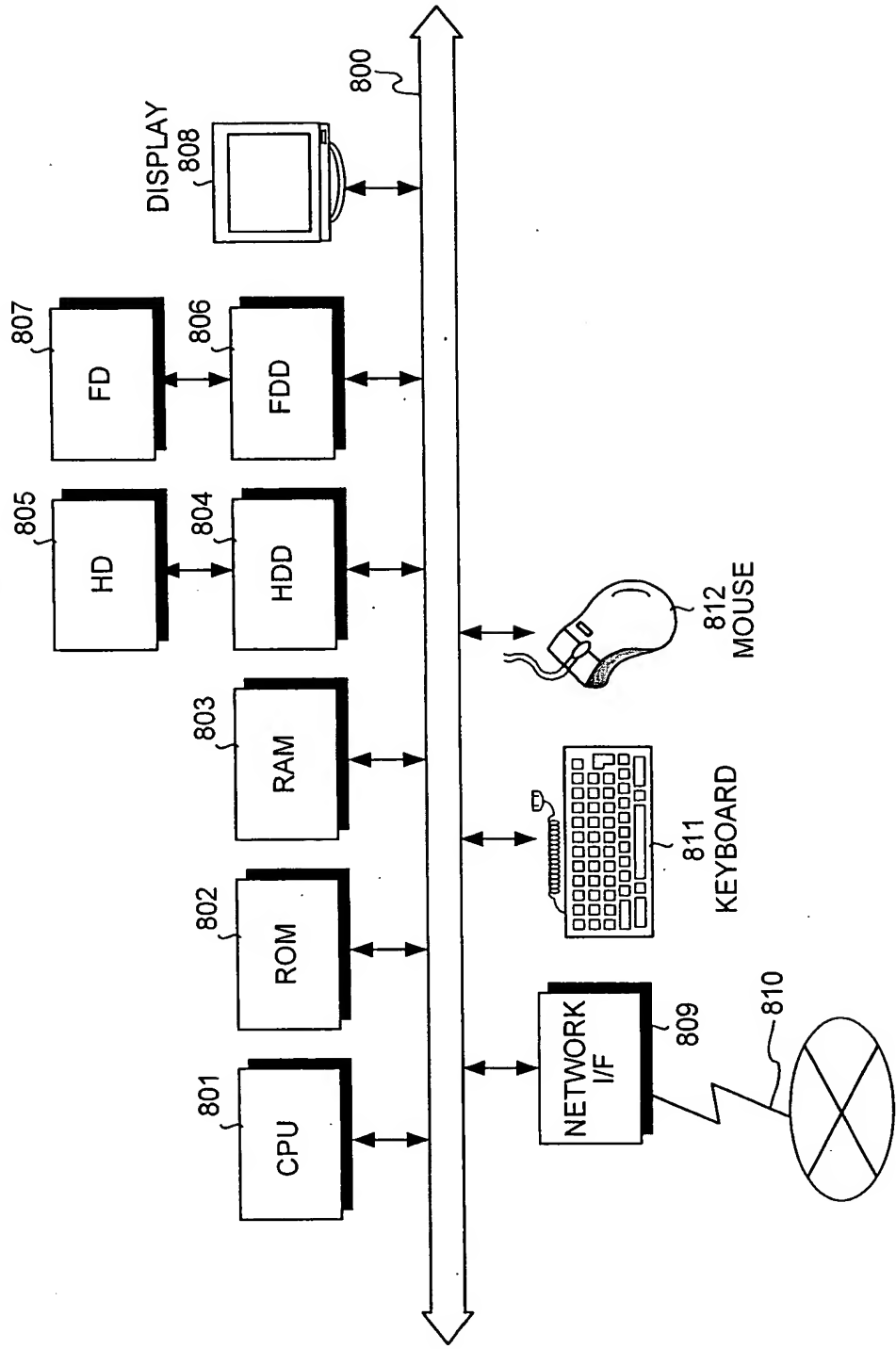


FIG. 9

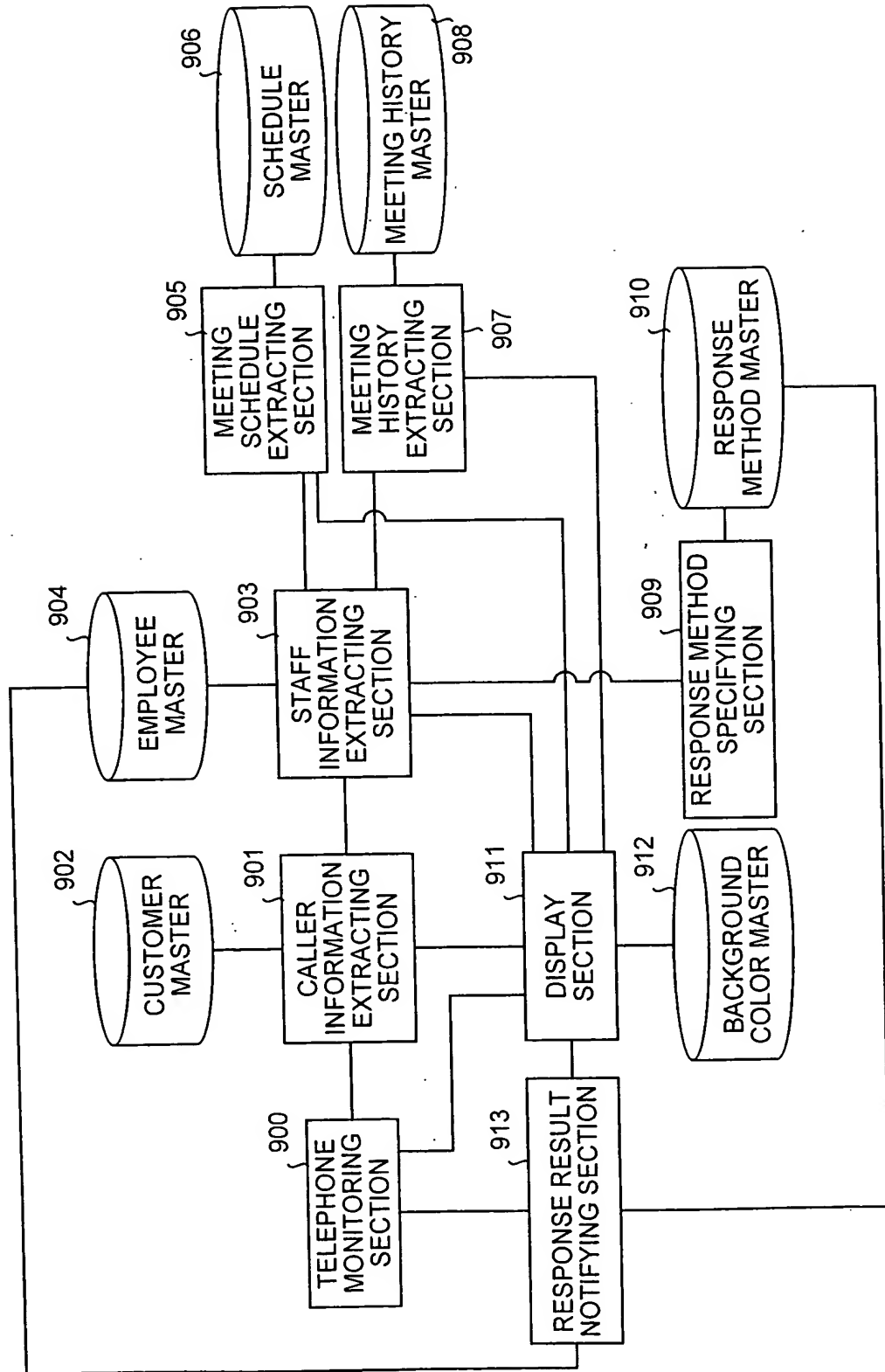


FIG.10

CUSTOMER NO.	CUSTOMER NAME (COMPANY NAME)	CUSTOMER NAME (PERSONAL NAME)	STAFF IN CHARGE	TELEPHONE NUMBER
A-1	○X SHOJI	MR. YAMADA, MR. HOSHI	987654、979799	03-1234-5678
A-2	△△ KOGYO	MR. MATSUYAMA	200123	048-777-1111

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FIG.11

STAFF NO.	SECTION	NAME	TELEPHONE NO. (OUTSIDE LINE)	TELEPHONE NO. (EXTENSION)	CUSTOMER NO.	E-MAIL ADDRESS
979799	THIRD SE SYSTEM SECTION	KAZUO IMAI	03-3333-1234	7010-2000	A-1、A-5	k-imai@jp.com
987654	SECOND INDUSTRIAL SALES SECTION	KOJI KAWADA	03-8877-1111	7777-1000	A-1、A-10	kawada@jp.com
200123	FIRST SE SYSTEM SECTION	HANAKO YAMANAKA	045-5454-2323	7070-5555	A-2、A-8	yama@jp.com

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FIG.12

STAFF NO.	DATE AND TIME	LOCATION	TELEPHONE NO.
987654	AUG. 12TH, 2002, 13:00 TO 15:00	○XSHOJI HEADQUARTERS, RECEPTION ROOM	03-1234-5678
887776	AUG. 13TH, 2002, 10:00 TO 12:30	OFFICE, 2ND FL. MEETING ROOM NO.1	
200123	AUG. 13TH, 2002, 10:00 TO 11:00	OFFICE, 1ST FL. MEETING ROOM NO. 3	
987654	AUG. 14TH, 2002, 10:00 TO 11:30	SHINAGAWA BLDG. MEETING ROOM NO. 1	03-3333-1234/7010-2000

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FIG.13

STAFF NO.	DATE AND TIME	LOCATION	TELEPHONE NO.
987654	JULY. 29TH, 2002, 9:00 TO 10:00	○XSHOJI HEADQUARTERS, RECEPTION ROOM	03-1234-5678
987654	AUG. 1ST, 2002, 15:00 TO 17:00	SHINAGAWA BLDG. MEETING ROOM NO. 1	03-3333-1234/7010-2000
887776	AUG. 7TH, 2002, 13:00 TO 14:00	OFFICE, 2ND FL. MEETING ROOM NO. 1	048-777-1111

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FIG.14

STAFF NO.	CUSTOMER NO.	RESPONSE METHOD	MESSAGE CONTENT TO THE CALLER
987654	A-1	<sup>1</sup> (MESSAGE)	IF HE ASKS ABOUT THE DATE OF SENDING A NEW PRODUCT PAMPHLET, ...
200123	A-2	<sup>2</sup> (TRANSFER)	

REGISTERED DATE AND TIME	RESPONSE FLAG	RESPONDENT	RESPONDED DATE AND TIME	MESSAGE CONTENT FROM THE CALLER
AUG. 8TH, 2002, 8:40	(AUTO-MATICALLY REFLECTED)	(AUTO-MATICALLY REFLECTED)	(AUTO-MATICALLY REFLECTED)	(AUTOMATICALLY REFLECTED)
AUG. 8TH, 2002, 12:00		(AUTO-MATICALLY REFLECTED)	(AUTO-MATICALLY REFLECTED)	

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FIG.15

RESPONSE METHOD	FUTURE MEETING SCHEDULE	BACKGROUND COLOR
1 (MESSAGE)		YELLOW
2 (TRANSFER)		BLUE
3 (REJECT RECEPTION)		RED
OTHER THAN THE ABOVE	YES	GREEN
	NO	WHITE

FIG.16

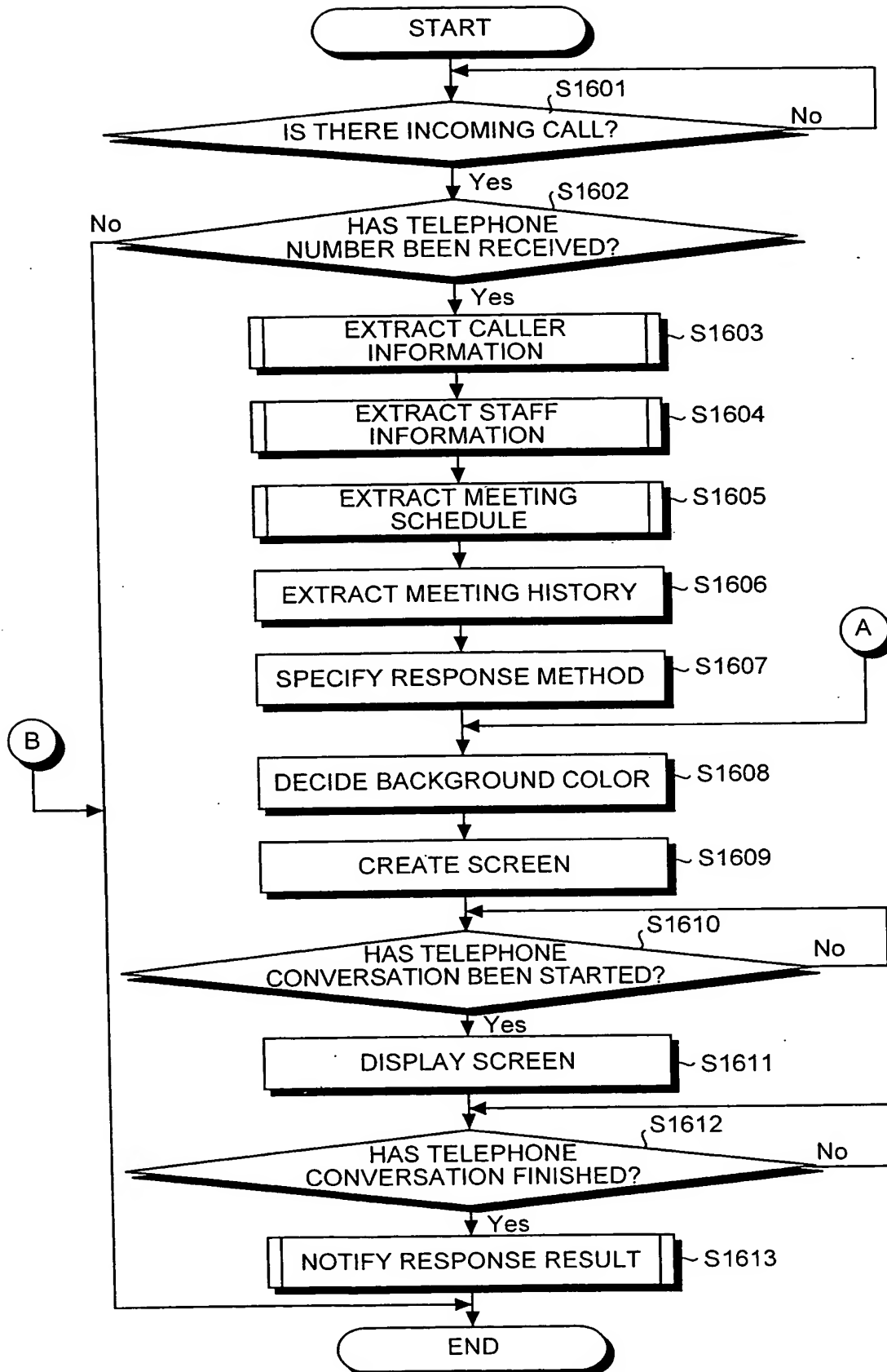


FIG.17

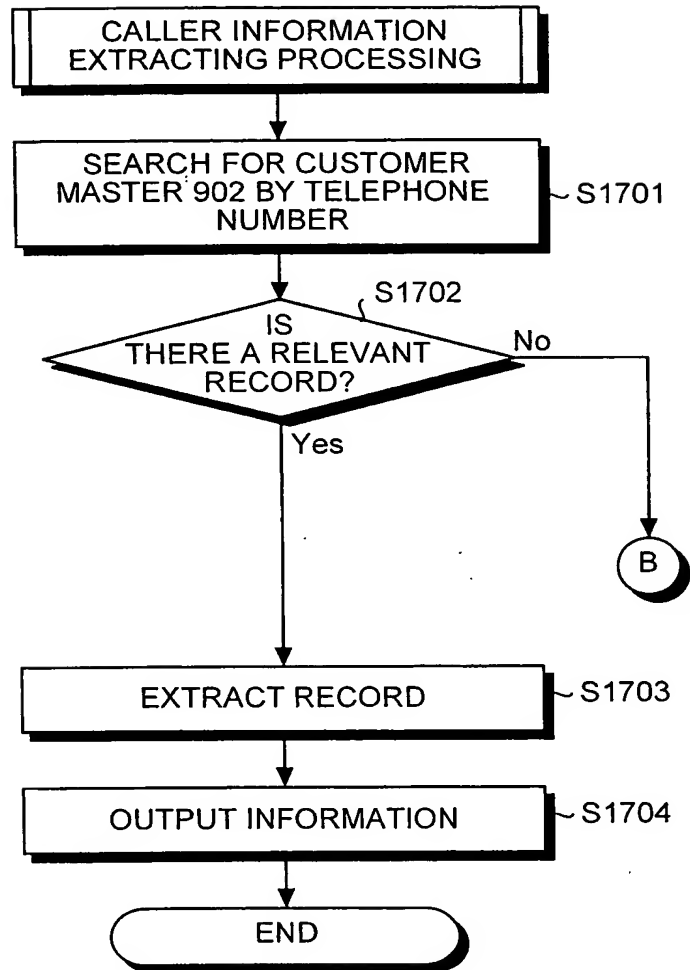


FIG.18

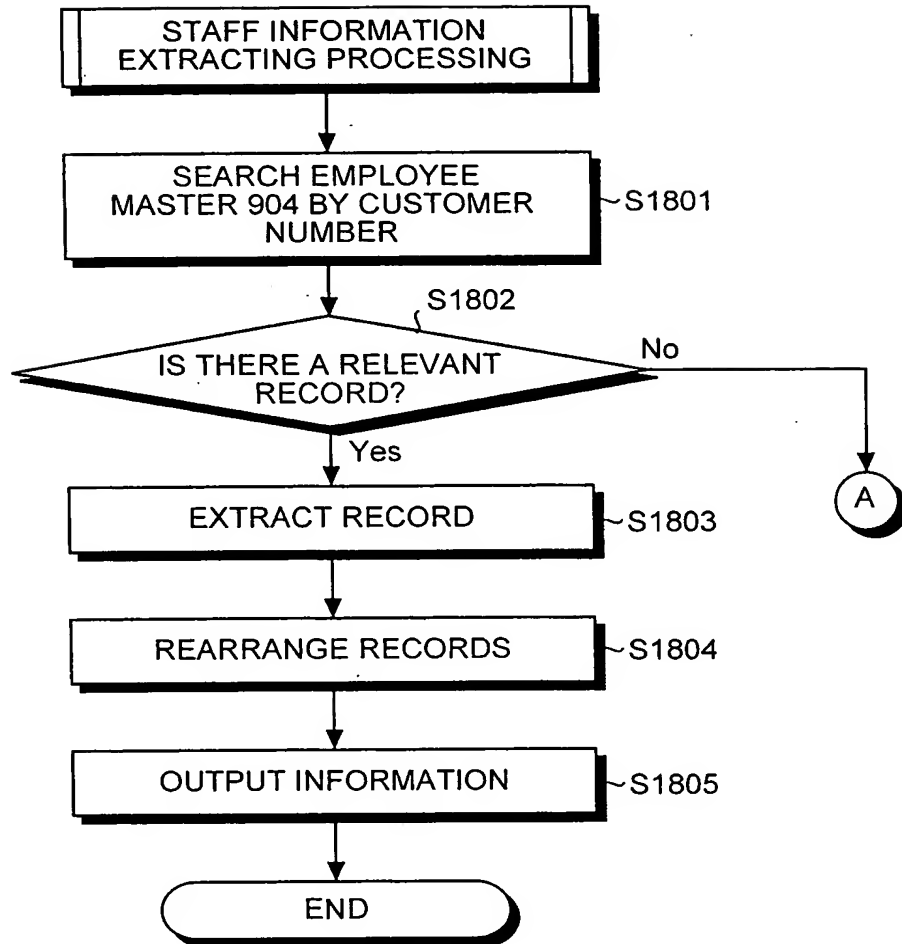


FIG.19

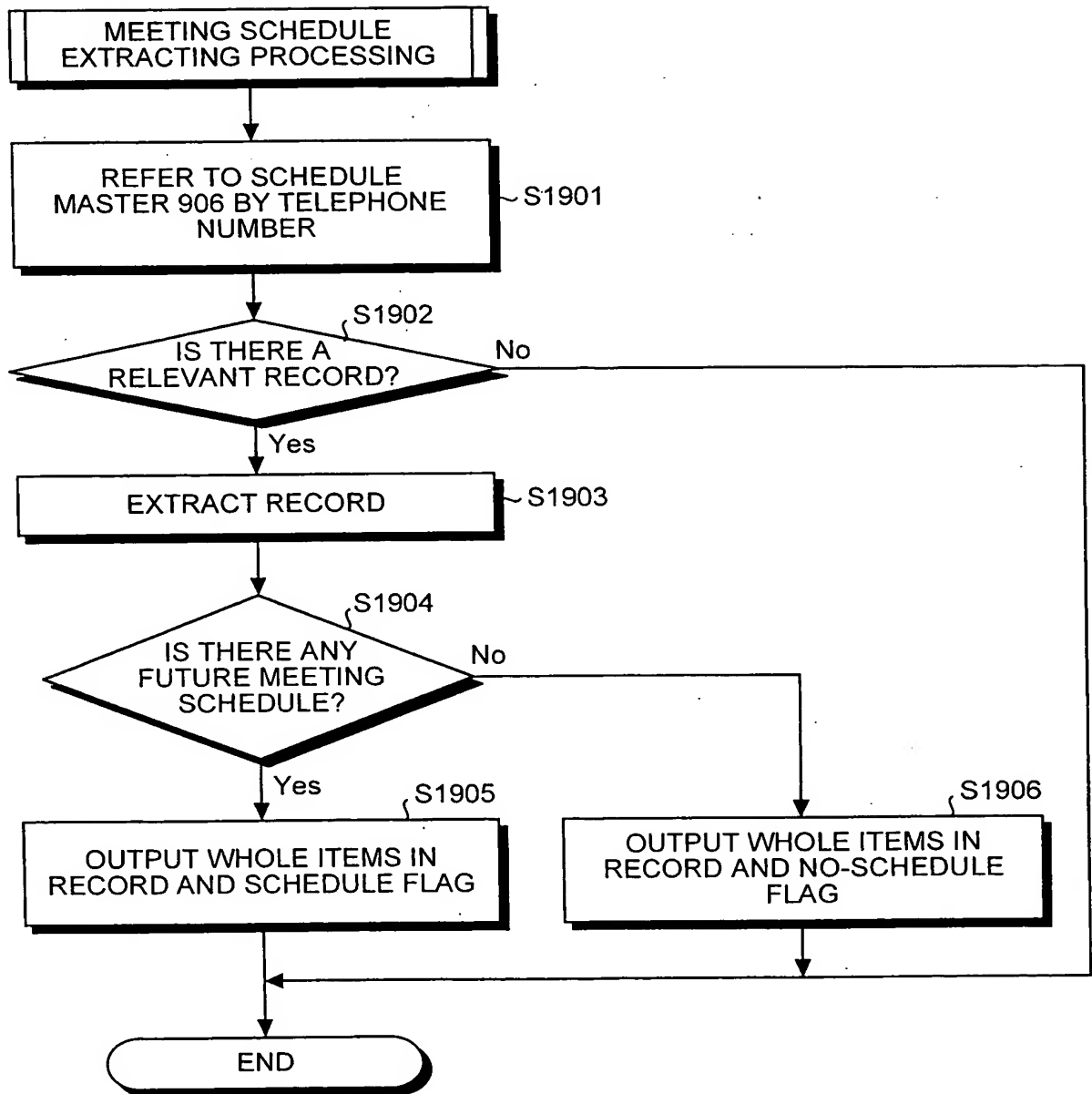


FIG.20

